



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
PUBLIC SERVICE COMMISSION

STEVE ARWOOD  
DIRECTOR

ORJIAKOR N. ISIOGU    JOHN D. QUACKENBUSH    GREG R. WHITE  
COMMISSIONER                      CHAIRMAN                      COMMISSIONER

June 27, 2013

VIA: Electronic Submission

Marlene Dortch  
Commission Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

RE: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with  
Hearing and Speech Disabilities -- CG Docket No. 03-123; DA 13-1402

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary, for the period June 1, 2012 to May 31, 2013, as required by the Federal Communications Commission's Public Notice dated June 18, 2013.

If you have questions regarding Michigan's TRS system, please do not hesitate to contact me at (517) 241-6200.

Sincerely,

Robin P. Ancona, Director  
Telecommunications Division

Attachment

**MICHIGAN RELAY SERVICES**  
**June 2012 – May 2013 FCC Annual Consumer Complaint Summary Log**

---

**June 2012 - Nothing to report.**

**July 2012 - Nothing to report.**

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 - Nothing to report.**

**November 2012 - Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013**

TTY 2013, May 28

The customer complained about relay procedures.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized. Explained relay procedures.

Contact Closed: 2013, May 28

FCC: Answer Performance

**MICHIGAN RELAY SERVICES**  
**2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2012 through May 31, 2013

	2012							2013					
Michigan	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**Michigan Relay Services**  
**Complaint Summary by Category**

	2012							2013					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance												1	1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

# **Michigan CapTel Relay Service**

## **June 2012 – May 2013 FCC Consumer Complaint Summary Log**

---

**June 2012 - Nothing to report.**

**July 2012 - Nothing to report.**

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 - Nothing to report.**

**November 2012 - Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013 - Nothing to report.**

**Michigan CapTel Relay Service**  
**2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2012 through May 31, 2013

	2012							2013					
Michigan CapTel Relay	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Michigan CapTel Relay Service**  
**Complaint Summary by Category**

	2012							2013					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>